



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES  
HARBOR-UCLA MEDICAL CENTER**

**SUBJECT:** HOUSE SUPERVISOR (RN) IN CHARGE OF HOSPITAL OUTSIDE OF REGULAR WORKING HOURS      **POLICY NO.** 111

<b>CATEGORY:</b> Administration	<b>EFFECTIVE DATE:</b> 1/83
<b>POLICY CONTACT:</b> Mark Redulla, RN	<b>UPDATE/REVISION DATE:</b> 11/21
<b>REVIEWED BY COMMITTEE(S):</b>	

**PURPOSE:**

To identify the duties of the House Supervisor who shall be a Registered Nurse (RN) in charge of the hospital during non-business hours.

**POLICY:**

Harbor-UCLA Medical Center has a House Supervisor in charge of the hospital, Monday through Friday, Saturdays, Sundays and holidays. The House Supervisor may be reached through the Telephone Paging Operator, by dialing "Ext. 2213" or through the Nursing Service Office at (424) 306-5620.

**PROCEDURE:**

**Duties of the House Supervisor:**

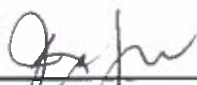
1. Provides hospital-wide supervision for patient care activities during non-business hours.
2. Responds to emergencies and internal disasters within the hospital and clinics.
3. Responds to internal and external disasters serving as the Incident Commander until relieved of duty.
4. Responds and refers outside media requests verifying a patient's condition, location, etc., to the Chief Operations Officer.
5. Collaborates with Staffing Office staff to ensure adequate nursing staffing levels, to provide for safe patient care.
6. Refers problems to the appropriate Clinical Directors, service line Directors, and/or hospital leadership.
7. Handles patient/visitor inquiries and complaints and takes appropriate action(s).
8. Serves as the in-house administrative representative and liaison to staff and the public.
9. Initiates preliminary investigations and takes action(s) on patient/visitor complaints or critical incident events.
10. Initiates referrals to the Administrative Officer of the Day (AOD), medical services or other appropriate personnel.

**REVISED:** 8/89, 10/92, 3/96, 4/98, 1/02, 1/12, 8/15, 12/18

**REVIEWED:** 8/86, 8/89, 10/92, 3/96, 4/98, 1/02, 10/04, 8/07, 8/15, 12/18, 11/21

**APPROVED BY:**   
 Anish Mahajan, MD  
 Chief Executive Officer

  
 Anish Mahajan, MD  
 Chief Medical Officer

  
 Joy LaGrone, RN, MSN  
 Interim Chief Nursing Officer



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**Relationship to Hospital Administrative Officer of the Day**

- Contacts the AOD for notification of unusual situations or administrative decisions.
- Notifies the AOD of media, VIP and/or other official visits.
- Notifies AOD, Director of appropriate services, Clinical Nursing Director, Director of Risk Management of adverse, critical or sentinel events.